SIX DEGREES SOCIAL ENTERPRISE

2025/26

ANNUAL REPORT



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sixdegrees

six degrees social enterprise
supporting your mental health

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SIX DEGREES SOCIAL ENTERPRISE: TIMELINE

Six Degrees provides brief psychological interventions to the people of Salford and Greater Manchester. This timeline illustrates our journey from our NHS origins to becoming Six Degrees, a social enterprise rooted in the community we serve.

2008

Primary Care Mental Health Team
Wait times reduced from 18 months to 4 weeks, setting the foundation for accessible, community-based psychological support.

2009

IAPT First Wave Pilot
Salford became a first wave pilot site for Improving Access to Psychological Therapies, now known as NHS Talking Therapies for Anxiety and Depression.

2011

Six Degrees Social Enterprise: Founded
Established through the NHS Right to Request initiative, Six Degrees is a spin-out social enterprise (not-for-profit) rooted in the community.

2016

Empowered Conversations
A communication skills programme developed with the University of Salford and Innovate UK to support people caring for individuals with dementia. It was fully integrated into Age UK Salford in 2020.

2018

Suicide Bereavement Information Service (SBIS)
Launched to understand and respond to the needs of people bereaved by suicide.

2019

Salford Neighbourhood Mental Health Service (formerly Living Well)
A collaboration between Greater Manchester Mental Health and the VCSE sector to provide mental health support for those who fall between primary and secondary mental health care.

2020

Greater Manchester Bereavement Service (GMBS)
SBIS expanded to become GMBS in response to the COVID-19 pandemic.

Beyond: COVID-19 Response
A VCSE-led collaboration which responded to the mental health needs of the community during the COVID-19 pandemic.

2021

Salford Bereavement Therapy Service (SBTS)
Established to meet increased bereavement needs during and following the COVID-19 pandemic, offering therapeutic support for those experiencing grief and loss.

FOREWORD



Kelly Hytton
Managing Director

2025/26 has been another year of significant change across health and care, with NHS reforms, changes to commissioning and Community Mental Health transformation requiring us to remain agile and responsive. Political change and continued global unrest have also affected our staff and the communities we serve.

This year, Salford celebrates its Centenary, 100 years of a city characterised by resilience, innovation and community, values that resonate strongly with Six Degrees. We are proud to play our part in improving mental health, reducing inequalities, and supporting healthier communities.

Our purpose remains clear, to provide timely, professional and accessible psychological interventions. Early intervention can prevent mental health difficulties from escalating, improve outcomes and help address wider health inequalities. Prevention therefore remains at the heart of our work.

We have continued to innovate and strengthen partnerships, reaching communities that may face barriers to support. This includes greater access to bilingual and multilingual therapists, long-term conditions training, Parental Mental Health support, culturally appropriate services and menopause and trauma education developed with Greater Manchester Mental Health Trust. We have also continued to build a workforce that better reflects the communities we serve.

As the NHS shifts from analogue to digital, hospital to community, and sickness to prevention, our community-based approach is well placed to contribute, improving access, intervening earlier and bringing support closer to where people live. We are proud of what our people and partnerships continue to achieve. I'd like to take the opportunity to thank our workforce, stakeholders, partners and communities.



This year brought a deeply personal loss for Six Degrees. In March 2026, our former Chair, Martin Patrick, sadly passed away following a courageous two-year battle with cancer. He first joined us to establish the Suicide Bereavement Service, now known as the Greater Manchester Bereavement Service (GMBS), and its advisory group, and later became Chair of the Six Degrees Board. His leadership helped guide the organisation through the extraordinary challenges of the COVID-19 pandemic.

Martin believed passionately in creating fairer opportunities. He combined strategic vision with genuine warmth, humility and humour, whilst also being a dedicated full-time carer for his wife. Martin leaves behind an enduring legacy that is woven into the fabric of Six Degrees, and we will remain forever grateful for his wisdom, kindness and steadfast leadership.

NHS TALKING THERAPIES FOR ANXIETY AND DEPRESSION

NHS Talking Therapies

Six Degrees Social Enterprise delivers NHS-funded Talking Therapies to individuals aged 16 and over across Salford. Our service provides evidence-based brief interventions for people experiencing stress, anxiety or depression, with sessions offered in GP practices, community venues and by telephone to ensure flexible, confidential support tailored to individual needs.

In 2025/26, the Talking Therapies service continued to prioritise timely access, ensuring people are seen as quickly as possible. Referrals reached their highest level to date, with 12,985 people seeking support. Despite this, 80% of patients were seen within six weeks, exceeding the national target. This sustained focus on responsiveness has strengthened safety and ensured people receive help at the point they need it most.

This year we reorganised our work to bring us closer to the communities we support. Teams were restructured around localities, enabling practitioners to develop a deeper understanding of neighbourhood needs. This approach creates real “ears on the ground”, supporting staff with the ability to feed back real-time insight, strengthen relationships with GPs and community partners, and aims to improve accessibility.

12,985

Referrals received.
4% more than last year.

80%

of patients were seen in 6 weeks (Target 75%).

47%

of those receiving treatment were able to move to recovery (Target 50%). The complexities of achieving this target have been a focus this year.

We recognise the challenges people face at certain times.

739

New parents had access to priority appointments.

127

Veterans were offered priority appointments.

£3.8 million

Is the calculated savings to the wider economy for 2025/26. (Based on Cost Benefit Analysis methodology delivered by the Greater Manchester Combined Authority (GMCA) research team).

Feedback:

I feel like the sessions were very beneficial and I have reached my goal on understanding how to be able to move forward and take care of my mental health.

655

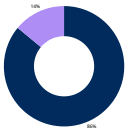
Patients signed up to SilverCloud Self-Management Toolkit. This online platform offers our patients support whilst they wait for their appointment.



100% of patients either agreed or strongly agreed that the programme helped them to make progress.

53

Patients signed up to SilverCloud – online guided self-help programme with clinical support and encouragement from our practitioners.



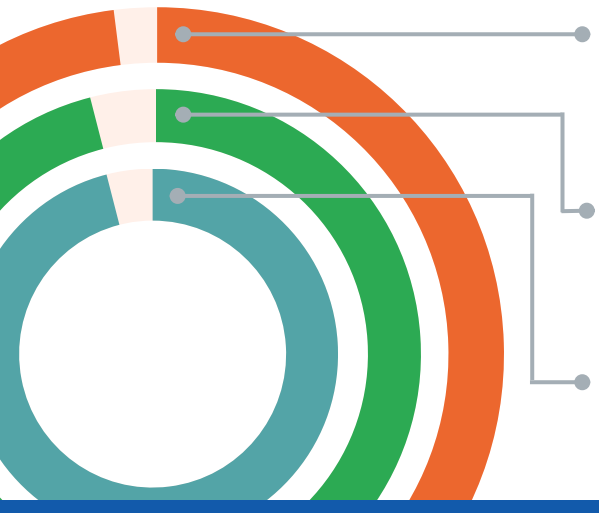
86% of patients either agreed or strongly agreed that the modules were helpful.

SilverCloud by Amwell®

Community-based recruitment remains our core strategy, creating opportunities for local people to join the service and ensuring our workforce reflects the communities we serve. We aim to strengthen cultural and linguistic representation within the team, enhancing our ability to understand and respond to local needs. This improves therapeutic relationships, builds trust, and supports engagement. Recruiting locally also helps sustain wider community benefit, keeping "Salford jobs in Salford" and supporting the flow of skills and knowledge within the area.

This year we have worked to strengthen how we listen to and learn from the people who use our service. The team has worked to embed routine patient-experience feedback to ensure that people's voices are heard. Alongside this, the service has begun exploring new ways of gathering feedback, recognising that routine measures alone cannot always capture the depth or nuance of people's experiences. This work ensures that patient voices continue to inform service improvement and will carry forward into the coming year.

Patient Experience Questionnaire



98% Felt staff listened to them and treated their condition seriously.

96% Felt involved in making choices about their treatment and care.

96% Had confidence in their therapist and their skills and techniques.

Feedback:

Your support was immense and means a lot to me.

OUR BEREAVEMENT SERVICES

GREATER MANCHESTER BEREAVEMENT SERVICE

The Greater Manchester Bereavement Service (GMBS) is delivered by Six Degrees on behalf of NHS Greater Manchester Integrated Care. The service provides bereavement support to anyone in Greater Manchester who has been bereaved or impacted by a death. Support includes one-to-one listening, signposting and connecting people with relevant services, alongside psychoeducation to help individuals better understand and navigate grief.

The service aims to provide a 'front door' to bereavement support during some of life's most challenging circumstances, offering both emotional and practical guidance. GMBS also supports people bereaved or impacted by suicide, working closely with coroners to provide timely, preventative support and reduce the significant impact that sudden loss can have on individuals, families and communities.

Alongside direct support, the service continues to prioritise promotional and educational activities that raise awareness of bereavement, improve understanding of grief, and increase knowledge of the support available. During the year, GMBS also became the Chair of the Greater Manchester Bereavement Network, working collaboratively with local partners across the region to strengthen connections and encourage shared learning.

> **Feedback:**
> *The care is genuine and validation of my feelings and emotions was recognised throughout the process. The reassurance I received gave me strength.*

> **Feedback:**
> *You do a vital job especially in early days when there can be so much confusion and chaos to navigate.*

GREATER MANCHESTER BEREAVEMENT SERVICE

1290
Individuals supported.

150
Individuals supported who have been bereaved by suicide.

4451
Engagements with individuals.

123
Coroner notifications received.

75%
of individuals reported they received the help that they were looking for by contacting GMBS.

12
We have engaged with the community through hosting and being part of events that inform and support local people.

12
Understanding Grief and Loss sessions delivered (previously known as Introduction to Bereavement).

SALFORD BEREAVEMENT THERAPY SERVICE

Bereavement Therapy Service Salford

Salford Bereavement Therapy Service (SBTS) provides specialist talking therapies for people experiencing a wide range of bereavement related difficulties, including suicide bereavement, perinatal loss, and other complex or traumatic forms of grief.

In 2025/2026, the service received 224 referrals. Therapy was delivered both face-to-face and remotely from 5 accessible venues across Salford, ensuring people could access support in a way that best met their needs.

Collaboration with local partner organisations has continued to strengthen the clinical effectiveness of the service by enhancing referral pathways. The service also remains committed to workforce development through partnerships with local colleges and universities, supporting trainee counsellor placements that make an important contribution to service delivery while helping students develop the skills and experience needed to become qualified therapists.

224
Referrals received

99.6%
of people received an initial assessment within 12 weeks of referral.

62%
of individuals reported a reliable improvement following treatment (monthly target is 50%).

94%
of individuals chose a face-to-face appointment.

4
New trainee counsellors recruited on placement.

2
Qualified voluntary counsellors.

Feedback:
My therapist encouraged me and helped me understand myself better I would recommend it for anyone even if they are unsure.

Feedback:
I wasn't sure if therapy would help me but my therapist was amazing I got on great with them so it really helped me open up about what was on my mind. They gave me some ways of handling my emotions and helped me see my behaviours and thought processes more realistically, we looked into why I think the way I do and where its come from.

ADDRESSING HEALTH INEQUALITIES



Health inequalities are systemic, avoidable and unfair differences in health outcomes between population groups. In Greater Manchester and Salford, these inequalities are closely linked to deprivation, employment, education, housing, ethnicity and access to health and social care.

Six Degrees works proactively with communities who experience unequal access to support. We consider lifestyle-related risk factors and help people connect with employment support, wellbeing resources and wider community networks. We design culturally appropriate and discreet pathways, recognising that stigma continues to limit accessibility for many people.

Our approach is rooted in accessibility and connection. We meet people where they are, respond to what matters to them, and ensure that every contact creates an opportunity to prevent further distress and inequality. Above all, we support people to feel included, understood and part of their community.

Below are some of the key headlines from our work in 2025/26.

Menopause support

The Fawcett Society estimates that one in ten women aged 43–55 have left a job due to menopause symptoms, with a further 13% considering leaving.
(UK Government, Shattering the Silence About Menopause Progress Report, 2024).

Menopause support has continued to strengthen over the past year through our co-facilitated CBT Menopause Group with Greater Manchester Mental Health. Alongside this work, a 'Managing Menopause at Work' workshop was delivered for the technology sector and a research poster was prepared for presentation at the BABCP Annual Conference in July 2026.

This work responds to growing evidence that perimenopause and menopause are associated with increased anxiety and risk of depressive symptoms. Emerging evidence also indicates perimenopausal women report higher levels of suicidal ideation, with women aged 45 - 49 experiencing the highest suicide rates according to national data.

Group CBT for Menopause

We have piloted an adapted version of the Hunter & Smith (2013) CBT protocol, integrating behavioural activation, lifestyle-focused content and structured psychoeducation. The programme was then delivered collaboratively from September 2024 onwards. The groups were facilitated jointly by a Psychological Wellbeing Practitioner and a CBT therapist.

5 CBT Menopause Groups were delivered over an 18-month period.

31 Women attended the full six-week programme, all women were aged 45-55.

The programme demonstrated significant improvements across all routine outcome measures, PHQ-9 (Depression), GAD-7 (Anxiety), WSAS (Functional Impairment).

All participants described improvements in vasomotor symptoms, sleep quality, stress management and lifestyle (diet, physical activity).

Feedback:

"I can manage my symptoms better and felt reassured hearing others' experiences. I didn't feel alone anymore."

Delivering sessions in first language

This year we continued to offer therapy in people's first or preferred language, recognising the significant impact this has on safety, trust and therapeutic engagement. Our most frequently used languages included Arabic, Farsi, Kurdish (Sorani), Portuguese and Cantonese, and in total we delivered therapy in 43 different languages.

This approach aims to strengthen relationships with communities where English is not the first language, reduce barriers to accessing psychological support, prevent people's symptoms getting worse, enable us to connect with our local communities and reflects our commitment to building a workforce that is increasingly representative of the communities we serve.

Salford is becoming more multilingual with

11.38%

of residents aged 3+ reporting a main language other than English (ONS Census 2021).

Polish speaking clinic

During 2025/2026, the Polish Clinic continued to provide an important culturally and linguistically responsive offer within Six Degrees' Talking Therapies service. The clinic received 63 referrals across the year, supporting Polish speaking patients to access therapy in their first language and in a space that recognises the importance of culture, migration and belonging.

Engagement with the clinic remained strong. Patients attended more sessions on average than across other clinics, around 4 contacts per case, and were less likely to not attend (DNA), with a DNA rate of around 8% compared with around 19% average in other clinics. This suggests that the Polish Clinic helps reduce barriers not only to accessing therapy, but also to staying engaged with support.

The clinic reflects Six Degrees' commitment to inclusive, community rooted care and to providing therapy that feels accessible, culturally attuned and emotionally meaningful.

Urdu speaking clinic

Our Urdu speaking clinic has continued to offer access to psychological therapies for communities who may otherwise face linguistic and cultural barriers. By offering therapy in a patient's first language, the clinic enables individuals to express themselves, engage more confidently, and build a stronger therapeutic relationship from the outset. Patients consistently report feeling more understood and more able to share sensitive information when working with a practitioner who shares both their language and cultural background.

Early engagement has been a notable strength. A brief introductory call in Urdu often helps patients feel reassured about what therapy involves, reducing initial anxiety and increasing attendance at first appointments.

Clinical outcomes demonstrate positive impact. Many describe gaining a clearer understanding of their emotional experiences and feeling more equipped to manage their wellbeing.

Feedback:

"The sessions have made a massive difference to my life, I will keep you in my prayers forever and I will never forget the support you gave me."

Jewish Community

Our relationship with the Jewish community remains critically important to us. Salford and Greater Manchester have a large Jewish community. Building strong, trusted connections enables us to better understand community needs, strengthen our work, and create meaningful opportunities. We actively recruit from within the Jewish community, helping us attract people who bring valuable experience, perspectives, understanding, and help ensure we design and deliver effective, accessible services.



Local families

We recognise that poor mental health in parents and carers can inadvertently impact their children or those they care for. It is integral we work closely with the wider system; therefore we have developed strong working relationships with children's services (The Bridge, Early Help and partners). In 2026/27 we will be looking to establish similar relationships with Adult Social Services as they undertake significant change in Salford.

The Bridge

The Bridge is Salford's multiagency 'front door' for safeguarding. The team screens and manages concerns relating to the welfare and safety of children in Salford, assessing referrals to determine whether they meet the threshold for statutory support into Children's Social Care or Early Help. Where referrals do not meet the threshold for support, the team provides guidance and advice to ensure children remain safe and protected from harm within the community.

15 Of our practitioners spent time at The Bridge. The aim of the visit was to increase our understanding of the systems and internal processes used.

The visit provided first-hand insights into the referral screening process and how the multiagency collaboration work together.

It also strengthened understanding of how we communicate together and work across the system to better safeguard children in our area and have better professional relationships.

Reflection from the visit:

"I found the visit very helpful and informative. Since meeting the team, I feel the quality of my referrals has improved and this has had positive safeguarding outcomes for the families I work with."

Early Help Collaboration

Our collaboration with Early Help began in November 2024, when a Locality Manager approached Six Degrees after hearing about our work at a sector event. This led to a small pathway pilot with Early Help West this was designed to strengthen joint working and improve access to timely psychological support for families.

By May 2025, the pilot had been evaluated and deemed successful, with referrals being appropriate and well informed, enabling timely processing. As a result, the pathway was expanded to all four Early Help divisions.

In 2025/26

81 referrals were received from Early Help.

59 referrals were made from Six Degrees into Early Help

reflecting a growing two-way collaboration. This pathway strengthened understanding across services ensuring families receive the right combination of mental health and social care support to ensure safety. Both Six Degrees and Early Help practitioners now work more closely together when supporting a family with the intention of enhancing health and supporting families to become more resilient.

Cultural Consultancy Project

The Cultural Consultancy Project, delivered in partnership with Just Psychology, aims to improve access to culturally appropriate bereavement and suicide bereavement support for ethnic minority communities across Greater Manchester.

The project launched in Dec 2023 and has recruited and trained 12 Cultural Consultants from Chinese and Arabic-speaking communities through an AQA-accredited programme, creating paid opportunities while developing valuable community expertise. 12 community awareness sessions were delivered across Greater Manchester, engaging Chinese, Asian, Arabic and African communities. Cultural Consultants supported these sessions through interpretation and cultural insight, helping make information about bereavement and mental health support more accessible.

In 2025/26, the project is building on this work through further community awareness and staff training, alongside case consultation. Community engagement identified important cultural differences in how grief, loss and mental health are understood and discussed, including stigma, language barriers and reluctance to seek support outside the family. These insights are helping us identify practical ways to make services more accessible and culturally responsive across bereavement and talking therapies services.

GREATER MANCHESTER BEREAVEMENT SERVICE

Just Psychology

Feedback:
I moved [...] to the UK [...], I felt extremely lonely and helpless. [...]. Her support helped me feel that I was not alone and that I had someone to turn to during this difficult time.

Diversity Pioneer Awards

This year, we were proud to be recognised for our approach to inclusion by being awarded the Diversity Pioneer Award as part of the Social Enterprise100 Index and Impact Pioneer Awards, delivered by Pioneers Post in partnership with NatWest Social & Community Capital. Receiving this award was a meaningful recognition of our commitment to inclusive, culturally responsive, and community-rooted support that impacts lives. The judging panel focused on strengths such as:

- Recruiting from the communities we serve, ensuring the workforce reflects the local population.
- Providing first-language therapists to reduce barriers and preserve dignity.
- Our ongoing commitment to addressing the structural barriers that prevent or exclude communities from accessing brief psychological support, preventing further distress, harm, and inequity.

Guest Judge Devi Clark said:
Six Degrees' efforts to go beyond simply hiring interpreters to engage therapists from different communities, that's what I really felt from what you were doing, that it was inclusive in the most inclusive way, because people were doing for one another, rather than it being an external lens brought to a community.

NatWest SE100 IMPACT PIONEER AWARDS 2026 WINNER

WORKING TOGETHER

Over the past year, we have continued to work alongside an incredible range of partners, while also building new relationships across Salford, Greater Manchester and beyond.

We are proud to collaborate with partners who play a vital role in shaping how we support our communities. Working together has enabled us to stay closely connected to local needs and contribute to shared learning across the mental health and social care system. Our involvement in cross-sector forums, clinical discussions and strategic groups has ensured that bereavement and mental health support remains part of wider decision making, while our community partnerships have helped us build trust, improve accessibility and deepen cultural understanding.

A special thank you to our partners START, MIND in Salford, Just Psychology, Salford CVS, Vocal Leaders, Salford GPs, Greater Manchester Mental Health (GMMH), The Alternative Provider Collaborative, our commissioners, ICB colleagues and education partners. Your continued support strengthens our shared missions and makes a real difference to those we support in Salford and Greater Manchester.

Live Well
Live Well brings together local residents, VCFSE organisations, the NHS, local authorities and wider public services to create joined-up, community-led support in neighbourhoods. It is delivered through cross-sector partnerships, working collectively to reduce inequalities and strengthen everyday support. Six Degrees supports the Live Well initiative in Greater Manchester.

Neighbourhood working
Six Degrees is the mental health representative within the Eccles & Irlam Neighbourhood Health and Wellbeing Partnership.

Salford Neighbourhood Mental Health Team
Salford Living Well Service officially rebranded to the Salford Neighbourhood Mental Health Service on 30 March 2026.

The service aims to address the biopsychosocial needs of individuals falling through the gaps of primary and secondary care services. Developed in partnership between START, Mind in Salford, Six Degrees, and Greater Manchester Mental Health Trust, it operates as a multi-agency team leveraging community resources, including statutory, voluntary, community, and social enterprise (VCFSE) resources to connect individuals with the support they need.

During 2025/2026, Six Degrees continued to make a distinctive contribution within the service through the psychology model. The model brings psychological thinking into the wider team through consultation, reflective practice, case discussion, supervision, groups and therapeutic work where appropriate. Its strength is that it supports and permeates the whole system to hold complexity, rather than creating a separate psychology department.

This year, the offer continued to strengthen, with staff developing in Cognitive Analytic Therapy and Mentalisation-Based Treatment. The training reflects our commitment to expanding the therapeutic offer, enabling staff to provide approaches that are responsive to the diverse and often complex needs of the people we support.

The team created a loss group in response to experiences of loss and transition this year, including bereavement, endings, and changes in identity as the change of name from Living Well to the Salford Neighbourhood Mental Health Team.

Together, this work shows the value Six Degrees brings to integrated mental health care: psychological depth, reflective practice, relational thinking and a strong commitment to helping both people and systems make sense of complexity.

OUR ADDED IMPACT

Environmental



We've moved away from printing and posting letters and towards digital communication wherever possible, reducing resource use.

Community based delivery ensures support is offered close to home, reducing unnecessary travel for both our service users and staff.

Innovation



In collaboration with Manchester Metropolitan University, we have begun research titled Relational Engagement and Access through Community-embedded Help (REACH).

Six Degrees is contributing to participant recruitment for a randomised controlled trial evaluating the effectiveness of Arts for the Blues in treating depression.

Jobs



We aim to recruit from the local community.

92%

of our staff are residents of Greater Manchester and of that 30% are Salford residents.

We are a Real Living Wage Employer.

18%

of our staff are multilingual.

8

Trainee Psychological Wellbeing Practitioner places offered.

Training focused on leadership, team cohesion and STORM. Learning from serious incidents has focused on carers and families who may be at risk of suicide.

INVESTORS IN PEOPLE®
We invest in people Gold

Growth



We continue to prioritise local suppliers wherever possible, contributing to the city's commitment to strengthen local spending and keep investment circulating locally.

We prioritise using Eccles Community Hall Organisation (ECHO) for our activities. As a non-profit charity run by Trustees and volunteers, all income is reinvested into the upkeep and refurbishment of this valued community space.

We use Patricroft Community Group CIC and The Castle Kitchen to provide catering for our activities as part of our commitment to supporting local suppliers.

Social

We delivered psychoeducational workshops and community engagement activities within local community groups.

We offered local college students the opportunity to gain meaningful insight into working within a mental health service.

FINANCES

	2025/26 Draft	2024/25 Approved	2023/24 Approved	2022/23 Approved
Income	2,629,364	2,673,227	2,744,194	2,253,203
Cost of sales	(135,026)	(235,593)	(291,570)	(304,288)
Administrative expenses	(2,441,868)	(2,177,814)	(2,228,999)	(2,013,475)
Operating (deficit) / surplus	52,470	259,820	223,625	(64,560)
(Deficit) / surplus before tax	84,751	259,819	223,625	(64,560)
Tax on (deficit) / surplus	(22,340)	(69,270)	(49,757)	5,247
(Deficit) / surplus for the financial year	62,411	190,549	173,868	(59,313)

2025/26 position - Six Degrees Turnover was £43,863 lower than the prior year. Operating costs for the year ended 31 March 2026 were higher than in the previous financial year, driven by the 3.6% Agenda For Change staff pay rise, increased National Insurance contributions, general cost inflation and a strategic decision to invest in business development to identify potential new income streams. Surplus before tax for the year was £84,751, representing a decrease of £175,068 compared to the previous year.



LOOKING AHEAD

As we look to 2026/27, we will continue to adapt and innovate in a changing health and care landscape, while remaining firmly rooted in the communities we serve. We will build on our strengths in prevention, early intervention and accessible community based support, embracing opportunities offered through innovation and new partnerships. Above all, we will focus on ensuring financial viability through diversifying income streams and continue to listen to our communities, tackle inequalities and work collaboratively to ensure people receive the right support, at the right time.

Our Vision
Is to build emotionally resilient communities across Salford and Greater Manchester, where people feel supported on their unique journey towards better emotional health.

Our Mission
Is to enable and empower individuals and communities to achieve their optimum wellbeing whilst working in an integrated and inclusive way.

Our Purpose
Is to improve lives and create an inclusive mental health and bereavement support system, that takes a person-centred approach and aims to prioritise underrepresented groups.

Our Values
Supportive, Professional, Innovative, Collaborative, Inclusive